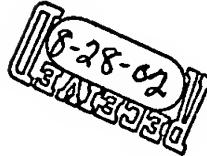


*3*  
*10/15/02*  
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RE: CHANGE OF CORRESPONDENCE ADDRESS in Docket No. AUS920010967US1. Application No. 10/015,246. Art Unit 2641. Filing date 12/17/2001

A change of address is being made regarding the application of:

First named inventor: Carl Phillip Gusler

For: Employing Speech Recognition and Key Words to Improve Customer Service

Please note my new office address at the top of this page. I may be reached by telephone at:  
210 - 930 - 4300 or 210 - 841 - 5664 (direct line).

Respectfully submitted,

Paul D. Heydon

Reg. No. 46,769

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